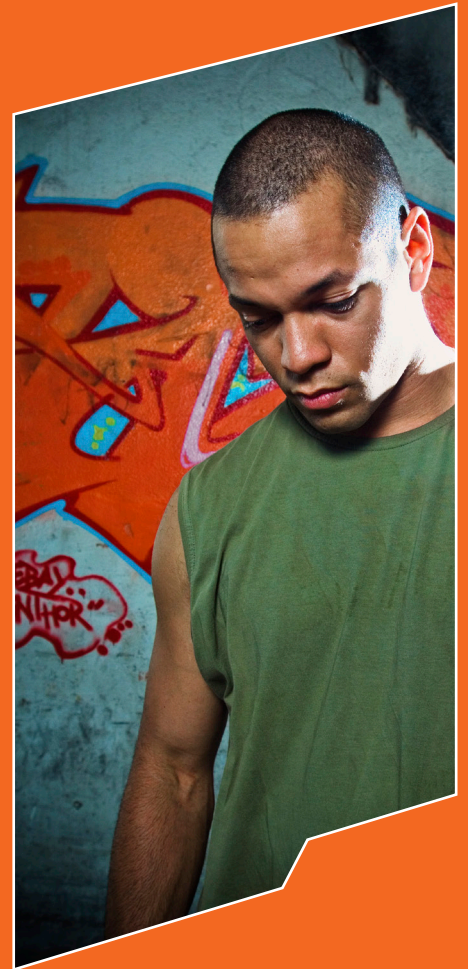


How SCRA communicates with Young People ...

Changing for children and young people



Young people's feedback



SCOTTISH
CHILDREN'S REPORTER
ADMINISTRATION

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Thank you to: The young people who took part in the focus groups and provided us with such important feedback. Also to the Who Cares? Scotland and the Children Rights Officers who helped put together the focus groups and to SCRA Information & Research Team Gillian Henderson and Lucy Hanson for help scribing and supporting me throughout the focus groups.

Introduction

In 2012/2013 there were 22,561 children referred to the Scottish Children's Reporter Administration (SCRA Website). To let these children know what will happen and help them take part in their Children's Hearings, SCRA has made numerous materials to help support them. Some of these materials are: 'Going To A Hearing' DVD, The Zone Magazine, All About Me form and SCRA's website (which is full of information for children and young people). These were created by SCRA's Participation Group, and the recommendations from this report will be taken forward by the Participation Group.

Participation Group

The Participation Group was created as part of SCRA's Modernisation Programme in 2009. The aim of the group was to make SCRA and Children's Hearings more accessible to children and young people.

All of these materials were created with young people at the centre to improve their experience going through the Children's Hearings System.

All About Me

The 'All About Me' form (see Appendix 1) was made with young people themselves, as in previous research young people felt the old "Having Your Say" forms was out of date. The 'All About Me' forms was created to be more age and gender appropriate. The form is split into two; one for children and the other for young people (12 and over). The 'All About Me' was created to help young people give their views to the Panel Members at their Children's Hearings. This also helps Panel Members get children and young people's views about how their lives are going. The 'All About Me' form is meant to be sent with the young person's Hearings papers which they receive before their Hearing. But SCRA research has shown this isn't always the case - in the children and families survey 39% of the young people had not received their 'All About Me' form (SCRA, 2013)

'Going to a Hearing'

The 'Going to a Hearing' DVD was created with Young Scot to help young people have an insight to what can happen at a Children's Hearing. The DVD helps

explain what happens when you first receive a letter from SCRA and whether you need to attend a Children's Hearing. The DVD shows you around one of SCRA's Hearings Centres. It explains who should be at the Children's Hearing, and who the Panel Members and Reporters are and what their roles are at the Hearing.

SCRA Website

SCRA created its website in 2007, with basic information about the Children's Hearings System. It gave information to parents, carers and children and young people themselves. Over the years the website has been modernised with new information, designs and pictures. A hide page button has been created to take you off SCRA website, for example when a young person is reading up on what is a Children's Hearing and their carer comes in. They can click on the hide page button and it goes straight onto Google. This can be used by anyone using the website. SCRA's DVD and the 'All About Me' form are also on SCRA's website. The 'All About Me' form can be submitted on line if the young people prefer.

The Zone

The Zone magazine was created 2012 as an action from the suggestion boxes which are in every waiting room (except outreach hearings centres). This is when children and young people can suggest improvements or something that they think may help them or others going to a Children's Hearing. The magazine was designed for young people to read while waiting in the waiting room for the Hearing to start. The magazine includes young people's rights, puzzles and other fun reading. The Zone Magazine can also be found on SCRA's website as an eBook version. (SCRA Website)

Aims

The aim of this research is to make sure SCRA materials were meeting their purpose in helping to support young people and give them information on the Children's Hearings System. I developed this research as a young person and carried out the research with young people from different looked after backgrounds to get their feedback.

Methods

I identified the materials I wanted to review. These were:

1. All About Me Form
2. Website
3. DVD
4. APP
5. Any other help/support young people need?

I created topics for the focus groups (see Appendix 2) based on what SCRA wanted to know, for example 'Do young people know about SCRA's 'Going to a hearing' DVD? I then approached numerous organisations to see whether they had existing young people's groups and who wanted to take part in focus groups reviewing SCRA's materials. It proved to be difficult getting organisations or young people to commit to taking part, or getting a time and date to suit everyone. After several conversations, Children's Rights Officers and Who Cares? Scotland agreed that I could attend meetings with the groups of young people that they held, and that I could ask the young people for their views on the SCRA information materials. They also helped to promote and support the young people in the focus groups.

I carried out four focus groups across Scotland: - Glasgow, West Lothian, Aberdeenshire, and Drumfries and Galloway. All the young people are or have been through the Children's Hearings System. I took along copies of the "All About Me" form, the DVD and screen shots of SCRA website so the young people could see what they were giving feedback on. Each focus group lasted approximately 1 hour to 1.5 hours. There were 20 young people who took part, with ages ranging between 11 to 20 years. As a thank you for taking part the young people received a £10 gift voucher. A member of the research team took notes of the young people's feedback but did not take names so the information could be kept anonymised. The feedback was kept in a secure folder on SCRA's network which only the research team could access.

I used the 'FrameWork' approach to look across the focus groups discussion notes to analyse what young people thought about SCRA's materials.

Findings

All About Me form

Communication

To talk about the 'All About Me' form I took along a copy of the form and a comparison blank form with few questions to see what young people preferred.

The young people raised a lot of key issues with the All About Me form. These were:-

1. Not all the young people had seen the All About Me form
2. Some young people said the: *"All About Me form is pointless but others may like it". "Panel members ask questions anyways; even though they already have the all about me form- it is therefore pointless".*
3. Most of the young people would not like to give their views by e-mail, letter or record their views
4. Most of the young people felt they would rather talk face to face with Panel Members

Some of the young people felt they were not listened to in their Hearing and felt being asked before the Hearing to talk to Panel Members alone would help this. *"Feel you should ALWAYS be given the opportunity to speak by yourself, and they should ask you before you go in if you want to because it's much harder to say yes once everyone is in the room"*

A young person had filled in the All About Me form but *"found the questions to be repetitive"*

Another young person thought it was important to have a box on their "All About Me" form asking if they felt listened to. *"Want a box that asks 'Do you feel listened to?'"*

Others said: *But sometimes young people don't go to hearing so All About Me useful"*

"Would like an extra question about contact"

Design

The young people raised issues about the 'All About Me' form not being age appropriate and a one said: *"All look the same - 'I get same form as my 7 year old sister"* As the young person was over 12 years old they should not receive the same form.

1. Most of the young people thought that the *"All About Me"* form looked *babyish or too male focused*
2. Some young people would rather have scaled questions e.g. 1-10 and a box to write a comment if they wanted to

The young people who took part in the focus groups had a lot of ideas on how to improve the "All About Me" form: *"put in smiley faces or 1-10 rather than just boxes, some people have dyslexia"*

"the wording is too young"

"prefer pictures of people talking"

Information

1. Not all young people got the "All About Me" form with their Hearing papers *"Doesn't get sent"*
2. All of the young people would rather fill in a form than fill in a blank page

Website

Communication

I showed screen shots of the section of website for young people rather than the web site. This was because there was no access to the web site as there was no Wi-Fi where the focus groups were held.

The young people said the SCRA website wasn't well known. None of the young people knew there was a website or about the information which it contains.

1. The best information to put on the website is how people can help you in your situation

Design

Most of the young people thought the SCRA website looked too formal and boring they felt it could be improved by using bullet points or short phases or statements.

1. For young people: - *'not colourful'. 'too formal'*
2. Needs to have simple writing- *'don't want to read everything'*
3. Needs to be short, snappy and bullet points
4. Needs pictures and speech bubbles
5. Looks boring
6. You-tube type video/short interviews- explain what happens in a hearing. Virtual tours of a hearing.

"Think it is a good idea to have the All About Me form online"

One young person thought using short videos or hyperlinks would make the website a lot more engaging. *"You-tube type video/short interviews- explain what happens in a hearing. Virtual tour of a hearing."*

"The website is okay but it could be funkier, it is too corporate looking"

Information

1. None of the young people knew SCRA had a website
2. None of the young people knew they could access the "All About Me" form online or that they could submit their form on line

DVD

Communication

Most of the young people agreed that the DVD would benefit young people going to a Hearing for the first time.

1. *It would be helpful to watch if it was your 1st time at a hearing and you didn't know what to expect*
2. All information is relevant
3. Make it something to relate to someone on Supervision Order

Some of the young people thought the DVD could relate more to them: *"Make it something to relate to like someone having an Supervision Order"*

"Couldn't relate to the person speaking"

"Do need the information that was in it"

Design

All of the young people thought that the DVD was too long and boring. They felt small clips would better.

1. Split up the DVD on the website so it has relevant bits on each page - rather than having to watch whole DVD
2. Good but boring
3. Alright- more effective if snippets- like you-tube
4. Too long
5. Too much of people just talking- need things that just swish in

Most of the young people thought the DVD was relevant but one stated that not all young people feel hearings are bad or sad. Some young people think of them as a positive thing as they help them and they get to see their family: *'not real insight some of the children do smile at a hearing as getting to see their family'*.

"Useful for going to Hearing for 1st time"

Information

1. None of the young people knew SCRA had a DVD

APP

Design

SCRA is looking at the possibility of introducing an APP and wanted young people's ideas and thoughts about doing so. Most of the young people said they had downloaded an APP before but would be concerned about downloading an SCRA APP because they would be worried about other people seeing the APP. Some of the young people had some suggestions if the APP was created.

1. Would be useful to have:- what happens at a hearing, who all is going, "All About Me" form, time and date of the hearing
2. Would be useful to complete "All About Me" form
3. Need to be a discreet logo
4. It would be good to have local phone numbers

A young person thought about what features the APP should have:- *"Features needed:- what is a hearing, Date of hearing, All About Me form, useful links e.g. Young Scot or support numbers like breathing space or SMART"*

Information

- 1. Most young people didn't think an SCRA APP was a good idea: not really a good idea- Would be pretty much be limited what you could put in*
- 2. Better with website*
- 3. One young person didn't have a phone to download an APP*

Help/Support for young people

Communication

All of the young people felt they should feel comfortable and confident in their Hearings and supported though out the Children's Hearings process.

Some of the young people felt it shouldn't be a legal requirement that they attend their Children Hearing as they have to miss school or it is too scary and difficult to attend.

- 1. Don't like having to miss schools because of having to move around there shouldn't be legal case to attend. Should be able to ask someone to go on your behalf*

A young person thought it would be good to talk to Panel Members on their own and go through any fears they may have and be able to fill in their All About Me form with them.

- 1. Get too much information 'Just need to know what they have decided'*
- 2. Scared to say in hearing: Adults saying different things*
- 3. If you talk to Panel Members on their own in the Hearing- there's a stigma. Everyone else wants to know why you want to speak to Panel Members on your own*
- 4. To talk to Panel Members on their own*

"Would like to talk to PM on a 1:1 basis before Hearing (e.g. day before) and go through All About Me form. It would be easier to talk - no restrictions/time limit (like in Hearing), parents, etc. not there"

- 2. Don't make hearing go on for too long (one was 3 hours)*
- 3. Why is it a big table- scary*

Information

Most of the young people didn't know their rights and one of the focus groups asked for the SCRA Participation officer to come and give a talk on young people's rights.

4. None of the young people knew they could have a pre-hearing visit (*'Would be useful to be shown around with PM or reporter'*)
5. *Didn't know could bring someone with me to a hearing.*
6. Not all information about their rights is known to them.

"Hearing are Scary, it's horrible as everyone is looking at you"

"Reports: - it can be upsetting to keep reading about past information - They keep bringing up old stuff e.g. old offence charges and even stuff before I was born"

"Panel Members- there are too many different panel members. Too many people know your information. You feel these people are just off the street"

Other Issues

A young person thought it would be a great idea to make packs, one for children and the other for young people. In the packs would have their rights, leaflets and other relevant information. The packs would be good for children and young people going to their first Hearing.

1. Should have packs for children/young people going to their 1st hearing. 1. for children 1. for young people. Would contain leaflet with lots of pictures, DVD, your rights- what you can/can't do, flashcards, information about what happens when you are there

Actions in progress

The young people who took part helped SCRA identify how we can improve our materials to help young people going to Children's Hearings.

SCRA has already begun to implement some of the recommendations and feedback the young people gave. SCRA has begun to look at the young people's feedback on the DVD, which will help SCRA develop a new DVD.

SCRA has also launched pre-hearing information packs for children and young people in May 2014.

These packs are given to children and young people who attend pre-hearing visits. Each pack contains relevant and age appropriate materials e.g. children rights, leaflets and other information about going to a children hearing. In the packs is also a leaflets that directs children and young people to SCRA's website to get more information.

These packs have also been given to Children's Rights Officers and other types of advocacy services. These packs can also be posted out to children and young people on request.

Recommendations

'All About Me'

The 'All About Me' to be revised:-

1. To make it more age and gender appropriate
2. Have scaled questions and a comment box
3. SCRA to look into why the 'All About Me' form is not being sent to young people

SCRA Website

SCRA website should:-

1. Have more pictures
2. Have short statements or use bullet points or speech bubbles
3. Use simple English (No Jargon)
4. Use more colour
5. More interactive and have hyperlinks
6. Have more pages with less writing
7. SCRA have to promote the website to children and young people

'Going to a Hearing' DVD

SCRA DVD should be:-

1. Spilt up into snippets and have relevant pieces on each page of the website
2. Not make the DVD be so serious and corporate.
3. Have the people in the DVD show emotions e.g. smiling

SCRA APP

SCRA should re-think about the idea of making an APP as most of the young people didn't think it was a good idea. If SCRA progressed in making an APP they should:-

1. Ensure the APP has a discreet logo
2. Have the 'All About Me' form and be able to submit
3. Have local SCRA office numbers
4. Have advocacy links and numbers to where young people can get support

General Improvements

Young people felt they should feel comfortable and confident throughout their Children's Hearings:-

1. Be asked before the Hearing whether they would like to talk to Panel Members on their own
2. Have a smaller table so they feel more comfortable
3. Promote and have pre-hearing visits
4. Review how much information children and young people are sent

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It is important that you tell the people at the Children's Hearings how you are feeling. Are you happy with what is happening to you? Do you want things to change?

You can use this form to tell us how you are feeling. Please click in the small boxes and once you are finished either send by email using the submit button below, or click the print the form button and take it along to your Hearing.

Name:

Date of Birth:

Date and Location of your Hearing:

1. Do you know why you are coming to a Children's Hearing?



Yes

No

Bit Unsure

2. How have you been feeling recently?



Happy

Sad

Not Sure

3. Are you happy with where you are living? If not, what would make it better?



Yes

No

It's ok

Information materials for Children's Hearings being reviewed by children and young people

Introduction

The Scottish Children's Reporter Administration (SCRA) helps children and young going through the Hearings System stay safe. Every child and young person who comes to a Children's Hearing has the right to prepare for their Hearing by being given their rights and being able to give their views throughout.

My name is Zoie Montgomery and I will be carrying out today's session. I was previously a Modern Apprentice with SCRA and I am now a trainee research assistant.

Aims

The aim of the research is to give young people a chance to give their views and options on what **THEY** think is good or needs to be improve on information materials for Children's Hearings. I will hold 4 to 5 focus groups with 5 to 6 young people. The focus groups will be held in West Lothian, Glasgow, Dumfries, and Aberdeen. The focus groups will be max 2 hours and I will be with another researcher that will be taking notes but not names or any details of the young people. I will provide an information sheet and a consent form to every young person so they understand what will happen on the day and they know their rights. To stop at any time or they can take a break or even ask for what they have said not to be used.

While holding the focus groups we will be looking at several types of SCRA materials. These are:

All About Me form:

The All About Me form was made to help children and young people feel they can give their views to the Panel Members at the Children's Hearing. Although recent research shows (SCRA's children and family survey) most young people have been not been receiving their All About Me form or filling it in.

SCRA website:

SCRA website has eight sections; the main two are for children and young people. On the young people part of the website it tells young people what to expect when coming to a Children's Hearing and other relevant information they may want to know. There is new feature which we hope make it more accessible to young people. For example a hide button if a young person is looking up the "before going to a hearing" on our website they can quietly hide the page if someone come into the room.

SCRA DVD:

SCRA made a DVD in partnership with Young Scott in 2012 to try help young people to understand what coming to a Children's Hearing looks/feels like.

APP:

SCRA are in the progress of looking at developing a mobile phone app. This will be for giving young people information they want to know. This will be developed with what the young people say on their questionnaires.

SCRA will use this research to improve their information materials and communications with young people.

The topics I will be covering are:

All about me:

Paper form

1. Have you seen this before?
2. Have you filled it in?
3. Do you like these questions? (**GO THROUGH EACH QUESTION**)
4. How would you like to give your views to panel members? (paper/ non paper)
5. What types of questions would you like to be asked?
6. What would your all about me look like?
7. Do you think it is used in your hearing?

Non paper

1. How do you want to be asked your views? (**E-mail? text? write a letter? talk to panel members one to one? or records your views?**)

2. Do you know you can go onto SCRA's website and fill in your all about me form?
3. If you didn't fill in your last all about me, can you tell me why?
4. Is there anything we are missing from the form?

Website:

1. How easy is it to find SCRA's website?
2. Is the information on our website easy to understand/find?
3. Would you use SCRA's web site?
4. If not, Why not?
5. Is there anything missing that you would like to know?
6. Anything you would suggest to improve on our website?

Going to hearing DVD

1. Have you seen SCRA DVD before?
2. Is it useful?
3. Do you think it's appealing for young people to watch?
4. Why do you think this?
5. Do you think the DVD is helpful for young people coming to a children hearing for the first time?
6. Is the DVD too long?

APP

1. Do you have a mobile phone?
2. Do you download APPs for your phone?
3. Would you download a free APP to help you go to a Children's Hearing?
4. If yes what kind of features would you like? (i.e. My Hearing diary, All About Me form, going to a children hearing information, DVD? etc.)

Is there anything we can be doing to help/support young people better through their time going to Children Hearings?

What is your age?

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